



STATE OF ARIZONA

EMERGENCY PROCEDURES

Risk Management

DO NOT FILE

November 2001

**Post in Open, Conspicuous Area
In Any Life-Threatening Situation Immediately
CALL 9-1-1**

EMERGENCY PHONE NUMBERS • INTRODUCTION

EMERGENCY RESPONSE TEAM

NEWS MEDIA

FIRE

EARTHQUAKE

EVACUATION

FLOODING • CIVIL DISTURBANCES

MEDICAL EMERGENCIES

HAZARDOUS MATERIALS

TERRORISM/BOMB/OTHER THREATS

BOMB/OTHER THREATS

CHECKLIST • EMERGENCY PHONE NUMBERS

BIOTERRORISM MAIL SCREENING

Characteristics of Bio-Terrorism Mail:

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| <ul style="list-style-type: none">• Excessive Postage• Handwritten or poorly typed addresses• Incorrect titles• Title, but no name• Misspellings of common words• Oily stains, discolorations or odor• No return address• Excessive weight• Lopsided or uneven envelope | <ul style="list-style-type: none">• Protruding wires or aluminum foil• Excessive security material such as masking tape, string, etc.• Visual distractions• Ticking sound• Marked with restrictive endorsements, such as “Personal” or “Confidential”• Shows a city or state in the postmark that does not match the return address |
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IF YOU ENCOUNTER AN ENVELOPE WITH POWDER AND POWDER SPILLS OUT ONTO A SURFACE:

- 1) DO NOT try to CLEAN UP the powder. COVER the spilled contents immediately with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover!
- 2) Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
- 3) WASH your hands with soap and water to prevent spreading any powder to your face.
- 4) Report the incident to local police (call 911), and notify your building security official or an available supervisor.
- 5) REMOVE heavily contaminated clothing as soon as possible and place in a plastic bag, or some other container that can be sealed. This clothing bag should be given to the emergency responders for proper handling.
- 6) Shower with soap and water as soon as possible. Do Not Use Bleach Or Other Disinfectants On Your Skin.
- 7) If possible, list all people who were in the room or area, especially those who had actual contact with the powder. Give this list to both the local public health authorities so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.

When you call 911 and you have opened an envelope with a powder in it, emergency responders will come to the scene and will give you instructions as to how to proceed. Stay calm and follow their instructions. •

THREAT BY TELEPHONE

DURING THE CALL:

- 1) **DON'T HANG UP!**
- 2) Stay as calm as possible.
- 3) Attempt to find out why the caller is upset: reason for the threat.
- 4) Identify the type of threat and who is the threat directed at.
- 5) Try to calm the caller down.
- 6) Get as much information as possible about the threat and motive. (See **"Bomb/Other Threats Checklist"**)
- 7) Notify Capitol Police or local law enforcement.

AFTER THE CALL:

- 1) Write down the exact threat, the entire statement if possible.
- 2) Notify your supervisor in reference to the threat.
- 3) If directed to evacuate proceed in accordance with the "Evacuation" section.
- 4) Supervisor will notify Division Director and building maintenance.

SUSPICIOUS PACKAGES, MAIL, ETC.

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| <ol style="list-style-type: none">1) DO NOT HANDLE.2) Refer to "Letter and Parcel Bomb Recognition Points" in "Bomb/Other Threats Checklist" section.3) Secure the area. | <ol style="list-style-type: none">4) Contact Capitol Police or local law enforcement.5) If item has been opened and is threatening, or appears to be a suspicious device, DO NOT HANDLE ANY FURTHER.6) Keep everyone away until police arrive |
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TERRORISM/BOMB/OTHER THREATS